

ACCOUNTING ASSISTANT

DEFINITION

To perform a variety of financial, accounting and office support duties; to provide difficult or specialized financial, accounting or statistical office support; maintain related records; to perform customer service duties at a front counter; answer inquiries; and cashier for various business transactions.

DISTINGUISHING CHARACTERISTICS

This is the full journey level class in the Accounting Assistant series and has the ability to perform the full range of duties assigned with only occasional instruction or assistance as unique situations arise. This class is distinguished from the Senior Accounting Assistant in that the latter performs advanced journey level work requiring a high level of independence and specialized knowledge, and/or provides technical and functional supervision over assigned staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor; and may receive functional and/or technical supervision from a Senior Accounting Assistant.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Perform a variety of financial, accounting and auditing office support duties; provide difficult or specialized financial, accounting or statistical office support in a centralized accounting setting.

Process payments and answer inquiries in person and by phone regarding numerous City services and associated fees and taxes including sewer bills, general account receivable, delinquent trash payments, and collection accounts.

Assist in resolving customer complaints.

Maintain accounting and financial and statistical records; audit accounts receivable.

Issue receipts and track various forms which are in various stages of processing; file appropriate forms; maintain quality control of data collected on various applications and the integrity of the cash and checks collected.

Balance daily cash and checks received to receipts and to other source documents.

Review and reconcile bank statements.

Research and assemble information from a variety of sources for the completion of forms or the preparation of reports; review and reconcile reports, computer output and related data.

Provide information to the public or to City staff that may require the use of judgment and interpretations of City policies and ordinances, rules or procedures.

Ensure proper authorization and compliance with City policies and procedures.

Enter and retrieve data from an on-line or personal computer system and use such technology to produce reports.

Perform a variety of general administrative office support duties such as typing, proofreading, filing, and answering the telephone.

Make mathematical calculations.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of customer service.

Cash handling.

Principles and practices of financial record keeping and bookkeeping.

Modern office practices and procedures; computer equipment and software applications related to assignment.

Basic mathematics.

English usage, spelling, grammar and punctuation.

Ability to:

Understand the organization and operations of the City and of outside agencies as necessary to assume assigned responsibilities.

Interpret and apply department policies, procedures and rules.

Respond to complaints and requests for information on regulations, procedures and policies relating to responsibilities assigned.

Perform multiple tasks that are subject to periodic interruptions.

Prepare, maintain and reconcile various complex financial, accounting payroll, statistical auditing and numerical records.

Prioritize work and coordinate several work activities; organize and maintain office files; make mathematical calculations with speed and accuracy.

Perform detailed accounting clerical work accurately.

Use initiative and sound independent judgment within established guidelines.

Type at a speed necessary for successful job performance.

Operate standard office equipment.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of responsible experience involving sales/service counter, bookkeeping, accounting or financial experience. Cash handling experience is required.

Training:

Equivalent to the completion of the twelfth grade.

PHYSICAL DEMANDS

On a continuous basis, sit at desk and/or stand at a front counter for long period of time. Intermittently twist and reach office equipment; write or use keyboard to communicate through written means; occasionally run errands; operate a 10-key calculation device; may lift light weight.

10/2/01

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